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I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR §1.8 on the below date:

Date: April 2, 2010 Name: /Michael E. Hussey/
Michael E. Hussey (Reg. No. 63,265)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Andrew E. Fano et al.

Appln. No.: 10/663,592

Filed: September 15, 2003

For: REMOTE MEDIA CALL
CENTER

Attorney Docket No: 10022/397

Examiner: William J. Deane, Jr.

Art Unit: 2614

Confirmation No.: 3285

THIRD SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

MAIL STOP AMENDMENT
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

In accordance with the duty of disclosure under 37 CFR §1.56 and §§1.97-1.98, and more particularly in accordance with 37 CFR §1.97(c), Applicant hereby cites the following reference(s):

OTHER ART – NON PATENT LITERATURE DOCUMENTS

Indian Examination Report, dated January 16, 2008, p. 1, Indian Patent Application No. 414/MUMNP/2006, Indian Intellectual Property Office, India.

Applicant is enclosing Form PTO-1449 (one sheet), along with a copy of each listed reference for which a copy is required under 37 CFR §1.98(a)(2). As each of the listed references is in English, no further commentary is believed to be necessary, 37 C.F.R §1.98(a)(3). Applicant respectfully requests the Examiner's consideration of the above reference(s) and entry thereof into the record of this application.

By submitting this Statement, Applicant is attempting to fully comply with the duty of candor and good faith mandated by 37 CFR §1.56. As such, this Statement is not

intended to constitute an admission that any of the enclosed references, or other information referred to therein, constitutes "prior art" or is otherwise "material to patentability," as that phrase is defined in 37 CFR §1.56(a).

Applicant has calculated a processing fee in the amount of \$180.00 to be due under 37 CFR §1.17(p) in connection with the filing of this Information Disclosure Statement. Applicant has enclosed a check covering this fee, or authorized charging the fee to a deposit account or credit card, as indicated in the Transmittal accompanying this Information Disclosure Statement.

Respectfully submitted,

04/02/2010

Date

/Michael E. Hussey/

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